

**Income Maintenance Advisory Committee
Department of Health and Family Services
Division of Health Care Financing
November 20, 2003
*Minutes***

County Attendees: **Gary Bailey**, Rock Co.; **Jackie Bennett**, Racine Co.; **Sheila Drays**, Dodge Co.; **Joanne Faber**, Washington Co.; **Liz Green**, Dane Co. DHS; **Jane Huebsch**, Marathon Co.; **Ed Kamin**, Co-Chair, Kenosha Co.; **Kathi Madsen**, Douglas Co.; **Michael Poma**, Milwaukee Co.; **Terri Rapp**, Wood Co.; **John Rathman**, Outagamie Co.; **Felice Riley**, Milwaukee Co.; **Sue Schmitz**, Waukesha Co.; **Sheryl Siegl**, Winnebago Co.;

State Attendees: **Bernadette Connolly**, DHFS/BIMA; **Curtis Cunningham**, DHFS/OSF; **Sara Edmonds**, DHFS/BHCE; **Brian Fangmeier**, DHFS/BIMA; **Theresa Fosbinder**, DHFS/BHCE; **John Haine**, DHFS /BIMA; **Lisa Hanson**, DHFS/BHCE; **Essie Herron**, DHFS/BIMA; **Vicki Jessup**, DHFS/BIMA; **Jim Jones**, DHFS/BHCE; **Bob Martin**, DHFS/BHCE; **Eileen McRae**, DHFS/BHCB; **Cori McFarlane**, DHFS/NERO; **Cheryl McIlquham**, DHFS/BHCE; **Mike McKenzie**, DHFS/BHCE; **Scott Riedasch**, DHFS/BHCE; **Marilyn Rudd**, DHFS/BIMA; **Joanne Simpson**, DHFS/BIMA; **Susan Wood**, DHFS/BIMA, **Rick Zynda**, DHFS/BIMA

Administrative Items

- The committee approved September and October meeting minutes.
- The update on the CARES strategic plan was moved to the December meeting agenda.
- County representatives voiced some questions on a document dated 2002, relating to the reinvestment plan. Cheryl clarified the document is a proposal to Federal Nutrition Services (FNS), on how to spend the 2002 reinvestment money. There are still over \$6 million in reinvestment funds open and earmarked for ongoing projects. The last few years reinvestment dollars have been focused on technology and how it can help reduce the error rate and

workload. The focus for 2002 was Milwaukee. For the payment accuracy plan for this year DHFS worked closely with FNS to show that focusing on Metropolitan areas helps reduce the over-all error rate, as those areas (specifically Milwaukee) make up half the state's case-load.

- The question was asked if counties could apply to use some of the money if they have some error reduction ideas. Cheryl stated that although the money is already earmarked, the state can submit a request to FNS to reallocate funding for alternative purposes. Such requests must be approved by FNS. The goal right now is to focus on the 20 counties that combined make up 80% of the state's caseload.
- The counties requested that state staff give a presentation about the projects being funded for 2002.
- The IMAC meetings for 2004 will be held in the Agriculture building at 2811 Agriculture Dr, down the street from Fen Oak Ct.
- Interest has been expressed in doing more with Consortia including CARES access and extending across counties. A workgroup with all agencies is being put together to talk about what is needed and/or being done now. Some of the projects include; security for change centers, worker web, and Food Stamp participation grant application processing. The first meeting should take place late November/early December, when members are appointed. Ideas from this committee will be put to the IT subcommittee to be brought back to IMAC. Bob Martin asked if counties wanted to be involved and names of people he could contact. Washington and Outagamie counties expressed interest in joining. Bob asked that specific names be given to him no later than Tuesday, November 25.
- The Food Stamp Participation Grant Project team is now in place and working. They have already met with the Program and Policy Coordination sub-committee. They are:
Janet Evens- Project Director
Autumn Arnold- Policy Evaluation Analyst
Ed Dillion- Systems Analyst

Status Report on QA Findings

Milwaukee's error rate has dropped by 2%, the other counties have gone from 10% to 7%. The Quality Assurance sub-committee is hoping reduced reporting will result in lower numbers as well. Reduced reporting goes into effect on February 4, 2004. Attached are handouts with more information.

Status of Workload Savings

Jim Jones passed out the handout below, and highlighted what was done and what was in process.

Counties had one concern with the SSI auto-update. When retroactive payments are entered, the system counts the payment toward the current month's income. This can make the recipient ineligible because their income appears to be too high. Jim stated that the checks were already in place in CARES for this, but the IT committee will revisit the issue to see if additional fixes are needed.

Status Report on MA Transportation

Joanne Simpson handed out a list of recommendations the sub-committee put together, attached, and asked for input on them. Eileen McRae announced that the Department is seeking input on the pros and cons of centralizing transportation services. The sub-committee recommended moving this item to the Workload and Financing sub-committee. It was agreed to move this item, with the understanding that members of the MA Transportation sub-committee will be asked for input. The IMAC members voted to approve the recommendations, with a modification to item #1; to state that agencies would have the option to obtain prior authorization. The sub-committee was given permission to disband.

Recap of Subcommittee Priorities

See handout below.

The issue was raised that not enough time was being allotted to subcommittee reports. The agendas will have the subcommittees on first starting in January, and focus on 2 per month, unless something needs to be addressed right away from a committee not on the agenda.

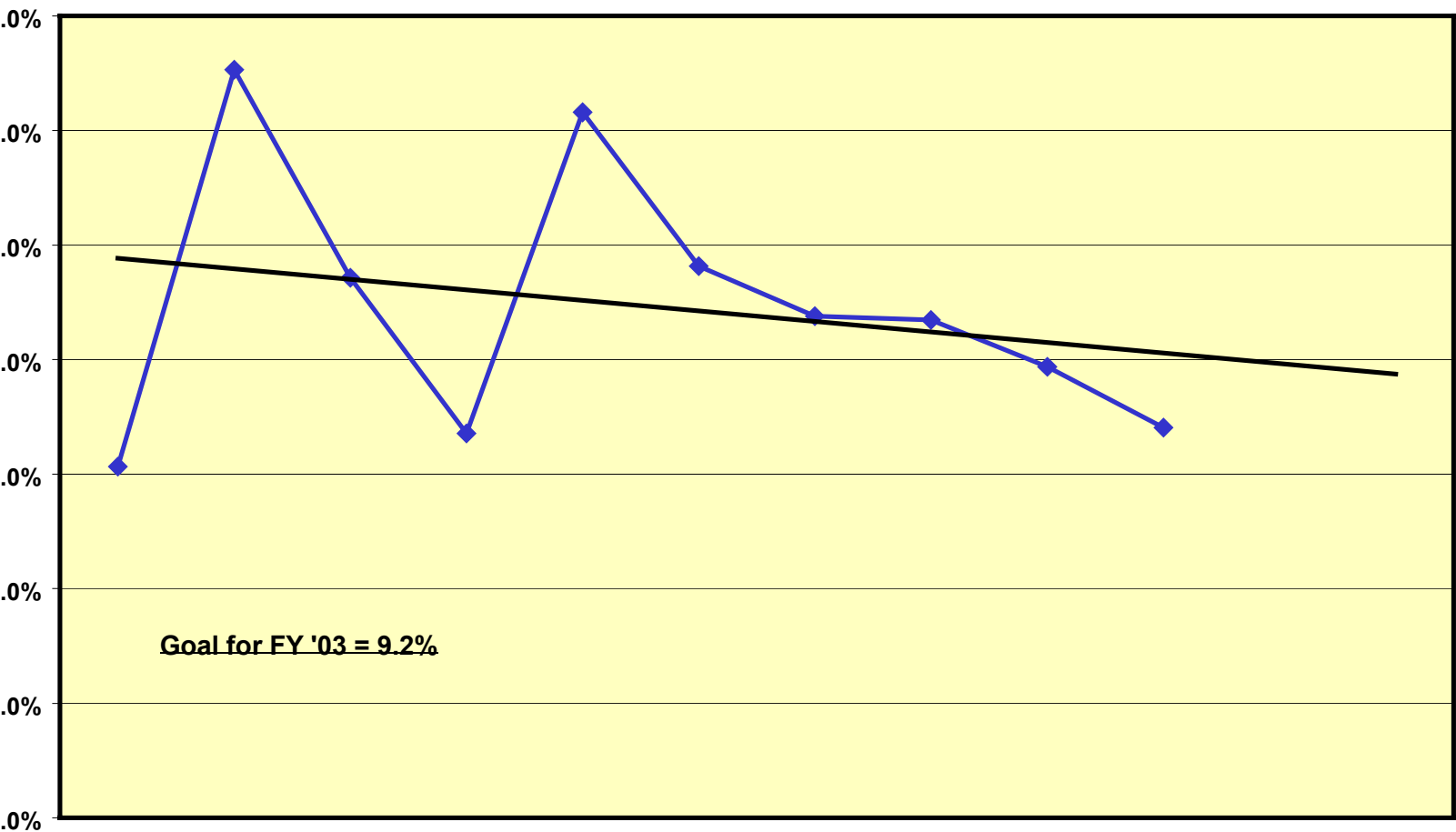
DHFS Goals and Organization

- Reduced Reporting Phase II
See attached handout
A question was raised about the ability of an agency to move up the review date by one month. This will be taken back and discussed with the workgroup.
- Goals
See attached handout

➤ Organization

Cheryl McIlquham passed out a copy of the organization charts as DHFS is working now. She also explained that DHFS is in the process of re-organizing the Eligibility and Income Maintenance bureaus and will let the committee know the changes as soon as things have been finalized and approved.

State Error Rate for FY '03 (October - June) = 9.1%



	Oct-02	Nov-02	Dec-02	Jan-03	Feb-03	Mar-03	Apr-03	May-03	Jun-03	Jul-03	Aug-03	Sep-03
Rate	6.1%	13.1%	9.4%	6.7%	12.3%	9.6%	8.8%	8.7%	7.9%	6.8%		

	FY 2002	FY 2003 (9 mos)	RATE	FY 2002	FY 2003 (9 mos)	RATE
	PAYMENT	PAYMENT	REDUCTION	VAL. NEGATIVE	VAL. NEGATIVE	REDUCTION
STATE	ERROR RATE	ERROR RATE	(IF APPLICABLE)	ERROR RATE	ERROR RATE	(IF APPLICABLE)
		7 lowest rates	3 most improved		4 lowest rates	2 most improved
CONNECTICUT	11.70	8.99	2.71	6.67	2.71	3.96
MAINE	6.26	12.98		4.50	4.23	0.27
MASSACHUSETTS	8.40	5.08	3.32	5.33	3.49	1.84
NEW HAMPSHIRE	12.03	9.73	2.30	1.48	2.40	
NEW YORK	7.75	4.79	2.96	24.53	13.24	11.29
RHODE ISLAND	10.21	8.31	1.90	6.52	3.35	3.17
VERMONT	7.68	9.36		10.18	8.87	1.31
DELAWARE	8.46	5.55	2.91	8.37	10.42	
DIST. OF COL.	8.75	10.24		21.23	8.80	12.43
MARYLAND	8.80	7.28	1.52	14.58	8.90	5.68
NEW JERSEY	4.08	2.27	1.81	4.99	2.91	2.08
PENNSYLVANIA	9.49	8.78	0.71	4.60	5.59	
VIRGINIA	6.74	5.61	1.13	9.12	1.44	7.68
VIRGIN ISLANDS	5.72	7.42		1.26	4.84	
WEST VIRGINIA	7.13	6.50	0.63	6.38	4.58	1.80
ALABAMA	8.74	7.23	1.51	8.34	4.77	3.57
FLORIDA	9.61	8.16	1.45	9.63	6.92	2.71
GEORGIA	6.73	4.86	1.87	7.95	5.27	2.68
KENTUCKY	7.71	6.38	1.33	4.64	5.18	
MISSISSIPPI	4.39	3.92	0.47	2.80	1.09	1.71
NORTH CAROLINA	4.70	5.79		1.40	3.79	
SOUTH CAROLINA	4.40	4.85		0.83	0.18	0.65
TENNESSEE	7.02	7.81		8.24	5.63	2.61
ILLINOIS	8.75	4.99	3.76	10.60	11.47	
INDIANA	8.31	9.64		3.57	3.09	0.48
MICHIGAN	14.10	10.78	3.32	14.92	13.91	1.01
MINNESOTA	5.73	8.69		2.21	1.01	1.20
OHIO	6.50	5.83	0.67	6.95	4.52	2.43
WISCONSIN*	12.69	9.46	3.23	10.30	5.14	5.16
ARKANSAS	4.29	4.31		1.98	3.92	
LOUISIANA	5.78	6.26		2.90	3.71	
NEW MEXICO	6.71	6.04	0.67	1.13	1.26	
OKLAHOMA	7.94	9.09		3.59	2.58	1.01
TEXAS	4.85	3.51	1.34	2.38	2.85	
						0.00
COLORADO	9.66	7.05	2.61	22.73	6.70	16.03
IOWA	6.44	5.15	1.29	4.76	4.21	0.55
KANSAS	11.70	10.40	1.30	3.11	5.19	
MISSOURI	9.77	6.31	3.46	9.90	7.95	1.95
MONTANA	8.18	6.29	1.89	1.69	2.52	
NEBRASKA	7.02	7.65		0.79	0.37	0.42
NORTH DAKOTA	6.14	3.90	2.24	4.17	3.28	0.89
SOUTH DAKOTA	2.12	1.17	0.95	0.32	0.41	
UTAH	6.60	5.39	1.21	7.57	8.11	
WYOMING	3.29	4.73		1.69	1.07	0.62
ALASKA	10.99	14.40		7.44	3.26	4.18
ARIZONA	5.27	5.93		7.58	7.05	0.53
CALIFORNIA	14.84	6.80	8.04	10.01	5.76	4.25
GUAM	6.05	8.01		17.76	14.75	3.01
HAWAII	5.03	4.78	0.25	2.80	2.08	0.72
IDAHO	9.04	11.49		5.25	8.41	
NEVADA	7.59	6.20	1.39	6.42	5.33	1.09
OREGON	11.07	12.07		3.18	3.58	
WASHINGTON	8.16	6.48	1.68	12.23	6.02	6.21
TOTAL	8.26	6.48	1.78	N/A	5.05	

*Wisconsin is 6th most improved in payment error rate and 6th most improved in negative error rate

NewMan

- ◆ **NewMan - what is it?** It is an internet application database system to store Food Stamp QA review data, local agency Food Stamp 2nd party review data and Food Stamp Payment Accuracy Consultant case review data.
- ◆ **NewMan – Who uses it?** Local agency supervisors, QA reviewers and PACs working with local agencies.
- ◆ **Contact person – Lisa Hanson at 608-266-5483**
- ◆ **NewMan Reports – There are Food Stamp reports for you. Here is how to access NewMan**

<https://dws.dwd.state.wi.us/dwsfsqa/FormsLogin.asp?/dwsfsqa/fsqa/FSQMain.asp>

The screenshot shows a web browser window titled "Food Stamps Quality Assurance Review System User Login (Production Region) - Microsoft Internet Explorer provided by DHFS - Sta". The address bar shows the URL: <https://dws.dwd.state.wi.us/dwsfsqa/FormsLogin.asp?/dwsfsqa/fsqa/FSQMain.asp>.

The page header features the DWD logo (State of Wisconsin) and navigation links: Site Map, News, Search, and About DWD. The main heading is "Food Stamps Quality Assurance Review System User Login" with the subheading "PRODUCTION REGION".

Below the heading, a message states: "For Login Problems, call the Division of Workforce Solutions (DWS) Security Desk at (608) 261-6827. Regular hours are Monday - Friday, 7:45 am - 4:30 pm".

The login section includes a prompt: "Please enter your User ID and Password". It contains two input fields: "User ID:" and "Password:". Below the password field, a note states: "Passwords are case sensitive." A "LOG IN" button is positioned below the password field.

On the left side of the login section, there are four buttons: "Create Account", "Password Reminder", "Change Password", and "Account Information".

At the bottom of the page, a note reads: "This site is best viewed with Microsoft Internet Explorer Version 5.0 or 6.0".

The taskbar at the bottom shows several open applications: Start, Novell Group..., Day, Microsoft W..., Microsoft E..., Mail From: ..., Mail From: ..., Food Sta..., and Internet. The system clock shows 10:57 AM.

Food Stamp Quality Assurance Review System

Food Stamp Error By Element Report

Error Type

County

Review Month From 10 / 2002 To 06 / 2003

☒ By \$ in Error

☐ By Occurrence

Create Report

Quality Assurance

[Home](#)

[Search](#)

[Reports](#)

[Admin](#)

Second Party

[Add Review](#)

[Search](#)

[Reports](#)

[Help](#)

PAC

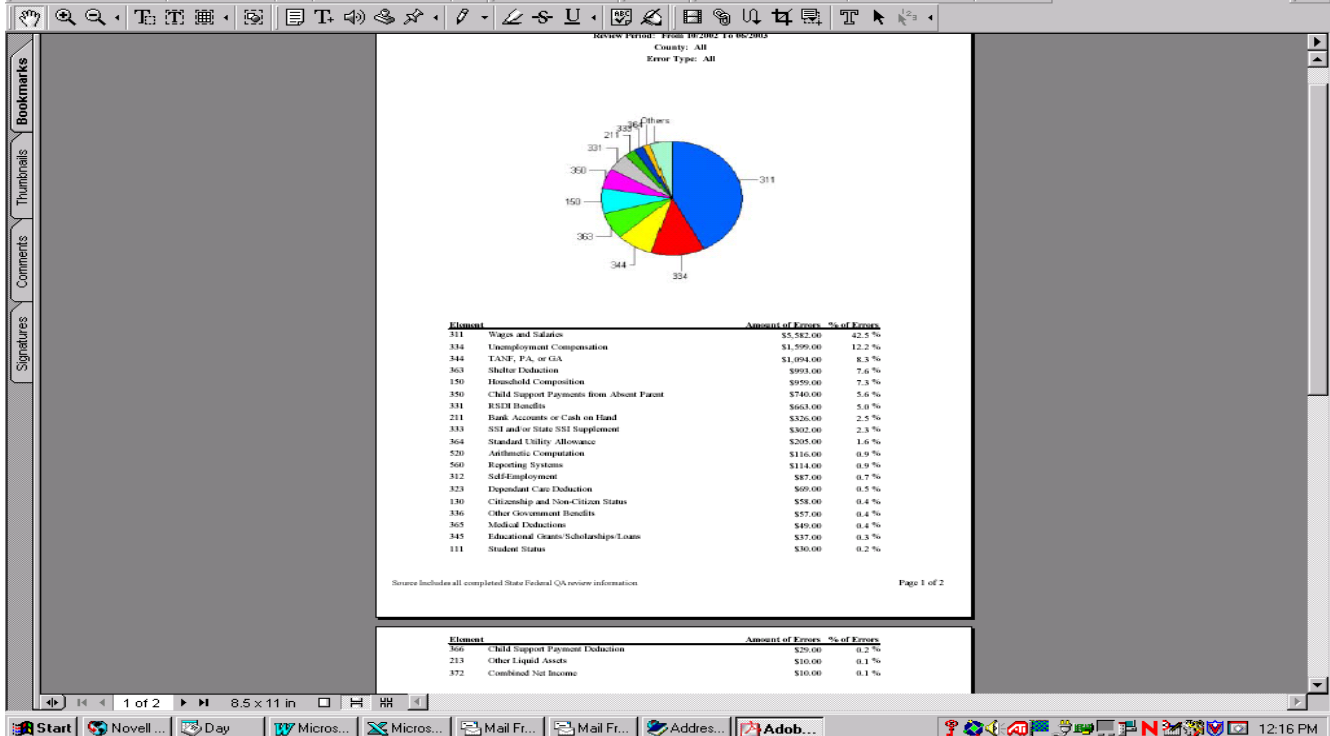
[Add Review](#)

[Search](#)

[Reports](#)

[Help](#)

[Logout](#)



https://dws.dwd.state.wi.us/dwsfsqa/fsqa/FSQMain.asp - Microsoft Internet Explorer provided by DHFS - State of Wisconsin

File Edit View Favorites Tools Help

Address https://dws.dwd.state.wi.us/dwsfsqa/fsqa/FSQMain.asp Go Links »

Food Stamp Quality Assurance Review System

Quality Assurance
[Home](#)
[Search](#)
[Reports](#)
[Admin](#)

Food Stamp Error Rate Report
County
Review Month From / To /

Second Party
[Add Review](#)
[Search](#)
[Reports](#)
[Help](#)

PAC
[Add Review](#)
[Search](#)
[Reports](#)
[Help](#)

[Logout](#)

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Adobe Acrobat - [dane thru june 11 18 03.pdf]

File Edit Document Tools View Window Help

11/18/2003

Food Stamp Error Rate

Review Period From 10/2002 To 06/2003
County: Dane

Review Month	Sample Size	Allotment	Error Amount	Error Rate
01/2003	4	\$693.00	\$36.00	5.2 %
02/2003	5	\$1344.00	\$0.00	0.0 %
03/2003	5	\$838.00	\$0.00	0.0 %
04/2003	5	\$273.00	\$0.00	0.0 %
05/2003	5	\$646.00	\$0.00	0.0 %
06/2003	5	\$438.00	\$26.00	5.9 %
10/2002	6	\$330.00	\$0.00	0.0 %
11/2002	5	\$804.00	\$123.00	15.3 %
12/2002	6	\$846.00	\$74.00	8.7 %
Totals	46	\$6,212.00	\$259.00	4.2 %

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Goal 1: Food Stamp Payment Error Rate at 6%

1. Reduced reporting will have a significant impact on the error rate.
 - QC data for FY '02 used to estimate initial impact of policy change
 - Additional analysis of reduced reporting implementation (using QA data for FY '03) indicates, on average, a rate reduction of 4%
 - Estimate of final (unregressed) rate for FY '03 is 9.2%
 - Estimate of final (unregressed) rate for FY '04 is 5.9%
2. Change Centers will have a positive impact on the error rate.
 - QC data for FY '02 analysis of “worker failure to act” errors used to support change centers
 - Change centers fully staffed and taking all changes will maximize impact on rate
 - Change centers in Milwaukee, Dane, LaCrosse, Outagamie, Brown, Washington
3. Wisconsin could be competitive for the lowest rate and could compete for one of the most improved states. A comparison of FY 2002 data to FY 2003 (7 mos.) shows that the 7 lowest rates range from 1.08% - 4.49%. The three most improved states decreased their rates by 7.71%, 5.65% and 3.32%. We estimate a rate decrease from 9.2% (the FY '03 estimate) to 5.9% for FY '04, a 3.3% reduction. This could result in a bonus in either category.
4. A FY 2004 Payment Accuracy Goal at 6% should keep Wisconsin below the national tolerance, projected to be 6.2% for FY '03.

Goal 2: Family Medicaid Error Rate at 5%

1. **Current baseline data (FY '02) set the Family Medicaid error rate at 8%. The goal for FY '04 is a 3% reduction in the rate to 5%.**
2. Non-financial errors due to child support cooperation will be eliminated by a CARES fix that occurred in March. This should reduce the rate by .5%.
3. BadgerCare verification requirements will be implemented this coming January and should reduce the error rate by 1%.
4. The new auto update process implemented in October has the potential to reduce income errors by about 1%.

Goal 3: Food Stamp/Medicaid Negative Error Rate at 0%

1. For the first seven months of FY '03 Wisconsin's negative rate is at 5.32%, a decrease of 5.18% from FY '02.
2. The two most improved states for FY '03 decreased their rates by 12.05% and 16.18%. Wisconsin is not competitive in this area.
3. Two of the four lowest rates for FY '03 are currently at 0%. The next lowest are at .24% .9%.
4. If Wisconsin implements corrective action initiatives dealing with improper denials and other causes of invalid negative actions, the current rate can be reduced. These could include training/instruction on allowing minimum verification timelines for customers prior to closing the case, training on Food Stamp requests that occur during a face to face interview with a CARES case already open for other programs.
5. Baseline Medicaid negative error rate from FY '02 is 10%.

Goal 4: Food Stamp Participation Rate Increase to 80%

1. As of December 2001 Wisconsin's participation rate was at 55%. The total potential eligible population at that time was about 459,000.
2. Using this as a baseline Wisconsin would need to increase its caseload by about 65,000 (from 301,000 as of 5/03) to increase its rate to 80%. The four highest states in FY '01 ranged from 80% - 92%.
3. A caseload increase of 65,000 is a 21.5% improvement and would make Wisconsin competitive for one of the four most improved states. December 2002 data shows a range of 17.9% - 27.8% increases in participation.
4. Implementation of the participation grant should increase the caseload in FY '04.

Goal 5: Food Stamp/Medicaid Timely Case Processing at 100%

1. For Food Stamps initial data for the first six months of FY '03 shows Wisconsin at a 97.59% rate for timely case processing. This data may need to be revised due to recent federal clarifications on how to count timely processing.
2. Additional corrective action on the provision of expedited services should resolve most error in this area.
3. For Medicaid, FY '02 data indicates 93% of Medicaid applications were processed within the required 30-day timeframe.

November 20, 2003
MA TRANSPORTATION AD-HOC SUBCOMMITTEE

Committee Members

Bob Macaux, Florence County, Co-Chair
Joanne Simpson, DHFS, Co-Chair
Barb Spaude, Outagamie
Bernadette Connolly, DHFS
Deb Rathermel, Fond du Lac
Eileen McRae, DHFS
Joyce Decker, Winnebago
Liz Green, Dane County
Tammy Pinno, Fond du Lac
Sue Torum, Jefferson County

Recommendations

Recommendations, if approved by IMAC, would still require administrative rule change in some cases and all would still have to be finally approved by DHFS management (Bureau of Fee For Service Health Care Benefits).

1. *Prior Authorization (Item 1 on table): Recommendation is to specify that if the client is taking his/her own vehicle or a form of public transportation (city bus), prior authorization is not required. If the client wishes to take a taxi or other form of transportation, then prior authorization would still be required. As always, the agency needs to be able to document that the trip took place for an MA covered service.*
 - Currently, participants are required to obtain authorization for transportation prior to a trip being made. If prior authorization is not obtained, the trip would not be reimbursed.
 - Although agencies handle the prior authorization requirement differently – some approve all trips for a specified period of time and some approve each and every trip – the general sense of the workgroup was that prior authorization results in a large workload for the agency.
 - The workgroup discussed removing prior authorization altogether, but federal law requires that we reimburse only for the least costly mode of transportation.

After the last workgroup meeting, we had an e-mail poll to discern whether trips by volunteers should also be exempt from prior authorization. For those who did respond (only a few), it was agreed that trips with volunteer drivers should also be exempt from prior authorization.

2. *Attendants (not on table): Recommend that the age limit for requiring documentation that an attendant is needed be raised from 16 to 18.*
 - The current MA handbook states that “If the client is age 16 years or older, the need for an attendant must be determined and documented in writing by a physician, physician assistant, nurse midwife, or nurse practitioner.”
 - First, it was suggested that the requirement for documentation be eliminated entirely. One advantage to eliminating the documentation requirement is that it would help to reduce workload. However, the workgroup agreed that the documentation is usually needed once, so the reduction in workload would not be large. Also, there would be a concern about costs and there would be a need to show that we would not end up spending more on attendant costs. Further, the workgroup expressed a concern that if left up to each agency, the determination of whether an attendant is needed may be applied inconsistently. Documentation helps ensure the service is provided when it is needed.
 - As an alternative, the workgroup discussed raising the age from 16 to 18. This would help ensure that for all minors an attendant is provided. This also could reduce the workload slightly. The workgroup agreed that this was a recommendation they would like to put forward.
3. *Centralization of MA Transportation Services (Item 3 on table): Recommend referring this issue to the IMAC Workload and Finance Committee*
4. *Funding for administration (Item 8 on table): Recommend referring this issue to the IMAC Workload and Finance Committee*
5. In addition, DHFS will make the following handbook changes:
 - A. Family members who are attendants – the definition should include “sibling” (not on table).
 - B. The handbook currently states, “Reimburse multiple nights stays at state rates...”. This will be changed to “Reimburse multiple night stays at no greater than state rates.” (Item 6 on table)
 - C. Reimbursement for charitable organizations, such as Ronald McDonald House (this will take a while to be changed due to the need to obtain clarification from Legal Counsel). We will provide general guidelines (Item #5 in the table)
 - D. The handbook will recommend that agencies should have a written policy about deadlines for submitting mileage claims (not on table).

Other Items Discussed by the Workgroup

Future Work of the MA Transportation Committee

Issue	Proposal	Pros	Cons	Comments
1. Workload	Propose to eliminate prior authorization for transportation services	Reduces workload for agencies	Increase in appeals and shift of workload to state; Loss of ability to determine if client is taking the least expensive form of transportation (city bus vs. taxi)	OK to do 3 to 6 month approvals for a particular purpose e.g. pregnancy.
	<p>JULY 9, 2003 MEETING: Proposal to specify that if the client is taking his/her own vehicle or a city bus, prior authorization is not needed. If the client wishes to take a taxi or form of transportation other than his/her own vehicle or city bus, prior authorization is needed. As always, the county needs to be able to document that the trip took place for an MA covered service</p>	<p>Reduces workload for agencies</p> <p>From 9/3/03: Bob Macaux reported that the general consensus at the ESPAC is that this recommendation will reduce workload. Dane County indicated that there would be a lesser reduction in workload for them because there is a lot of taxi cab usage in the county, but it does not increase it either.</p>	<p>Addresses the need to ensure that the client is taking the least expensive form of available transportation</p>	<p>From 7/9/03 Meeting: The Workgroup agreed to forward this proposal to IMAC and DHFS management.</p> <p>This may require an administrative rule change. 9/3/03 – Eileen McRae will research whether an admin rule change is necessary.</p> <p>In terms of documenting that a trip took place, there are various ways to do this. For example, some counties have a form the client takes to the provider for signature.</p>

Issue	Proposal	Pros	Cons	Comments
2. Workload	Verify mileage through claims system	Reduces agency workload	a. Reimbursement delayed when claim is not submitted timely. This will increase calls and workload. If in managed care, we don't get those claims and again an increase in work for the state.	<p>JULY 9, 2003 WORKGROUP MEETING:</p> <p>The Workgroup decided that the MA Handbook currently gives them the authority to deny claims for unreasonable mileage. This is not an issue that we need a recommendation on.</p> <p>Therefore, no recommendation will be forwarded to IMAC or DHFS managers on this item.</p>

Issue	Proposal	Pros	Cons	Comments
3. Workload and adequacy of admin fee for counties.	<p>Centralize the system – transportation broker option. So, authorization, verification and reimbursement would be provided centrally.</p> <p><u>FROM 10/1/03 MEETING:</u> Recommendation is to refer this item to the IMAC's Workload and Financing Subcommittee</p>	<p>a. Transportation for MA takes the burden off volunteer vans which are then freed up to serve other people/demands for rides.</p> <p>b. Reduces workload for local and state.</p> <p>c. Could decrease client confusion because they only have to call one number</p>	<p>a. Transportation for MA takes the burden off volunteer vans which are then freed up to serve other people/demands for rides. If taken from county, this control is taken away too.</p> <p>b. Concern that providers will no longer work cooperatively with the county</p> <p><u>From July 9, 2003 Meeting:</u> The biggest con is the fear that people will be lost in the shuffle if they are not working with someone locally.</p> <p><u>From 9/3/03 Meeting:</u> --How do you deal with a person who cannot wait for reimbursement (particularly in cases where an overnight stay may be required)? -- Another concern is that a centralized broker would not know about all the local resources</p>	<p>Concern raised about family care counties. It is a risk-based system and transportation is part of the benefit package —providers at risk if they don't ensure it is provided. Also, need to be careful about what the authorization process might look like.</p> <p><u>FROM JULY 9, 2003 MEETING:</u> Prior Authorization is the biggest workload issue. The need for a centralized system is lessened if the prior authorization issue is addressed. However, agencies are open to looking at new ways of doing business. If a centralization proposal is considered by DHFS, the Workgroup would like to be involved in this effort. The workgroup identified the need to think about the impact on transportation providers getting reimbursed timely under a centralized system.</p> <p><u>From 9/3/03 Meeting:</u> The ESPAC met on July 17th and indicated that they would be willing to work on a proposal to centralize MA transportation.</p>

Issue	Proposal	Pros	Cons	Comments
4. Workload	SSI Recipients – budget proposal for HMO providers – include transportation in services	a. This would be a significant workload saving for local agencies.	Same as #3 above but smaller population. May be confusing for client in families where one person is on SSI and the other on MA	<p>Workgroup re: SSI in managed care provision in budget. This item can be discussed with the SSI workgroup</p> <p><u>From 9/3/03 Meeting:</u> Joanne Simpson agreed to follow up to find out when this issue might come up in the context of the larger proposal for HMO providers for SSI recipients. Joanne also agreed to clarify if the provision applies only to SSI recipients or all EBD Medicaid.</p> <p><u>From 10/1/03 Meeting:</u> Joanne spoke with the Department lead for this. She will be notified of any discussions of transportation for SSI recipients under managed care and she will then contact the members of the workgroup. Also, this would apply to SSI only.</p>

Issue	Proposal	Pros	Cons	Comments
5. Inconsistent Policy and Workload –	Statewide guidance on who is eligible for transportation services.	Everyone on MA is eligible for transportation with two exceptions. The exceptions are for Ambulance and SMV.		<p>DHFS will clarify in the next MA handbook</p> <p><u>From 9/3/03 Meeting:</u> DHFS asked if there were any outstanding issues on this topic. There was discussion and a question about whether a fee paid for an overnight stay at a Ronald McDonald House is reimbursable. The concern is that the charitable organization often calls this fee a “donation”. The Call Center has told agencies that this is not allowable. Eileen McRae is checking with the Department’s Legal Counsel. A clarification will be provided in an upcoming MA Handbook change.</p> <p><u>From 10/1/03 Meeting:</u> Eileen McRae will need to obtain a formal opinion from Legal Counsel before modifying the handbook. Informally, agencies will need to establish what a typical payment for the lodging would be, and Medicaid would pay no more than the typical payment.</p>

Issue	Proposal	Pros	Cons	Comments
6. Inconsistent Policy –	Issue on meal reimbursement. Attachment was provided prior to the July 9 th meeting, plus current handbook.			<p>DHFS proposes either the State rate or County rate. The agency can choose and should adopt a written policy.</p> <p><u>From 9/3/03 Meeting:</u> The committee reviewed the current MA Handbook language which states that the agency can pay ‘no greater than the amounts paid by the state to its employees for those expenses’. Agencies on the committee indicated they liked the flexibility. DHFS suggested that it is good business practice to put in writing what the agency’s rates are. The agencies indicated they would like more guidance on what points they have flexibility on. This will be discussed at a future meeting.</p> <p><u>From 10/1/03 Meeting:</u> DHFS will work on an informational memo. DHFS will modify the MA Handbook to state that for multiple nights, pay “no more than” the state rates (it currently says to pay the state rates and that is causing some confusion).</p>
7.	Statewide guidelines			May be beneficial to some

Issue	Proposal	Pros	Cons	Comments
Inconsistent Policy.	needed to clarify who, what where why when how. Does 5 and 6 take care of these issues? See new MA release in MA handbook			counties but others may want more flexibility; Concern about what rules allow us to do. Smaller county concern. <u>From 10/1/03 Meeting:</u> This item is not necessary – has been covered in other discussion items.
8. Adequacy of Reimbursement fee for counties	DHFS has requested a small increase for common carrier administrative expenses <u>From 10/1/03 Meeting:</u> It is recommended that this item be referred to the IMAC's Workload and Finance Committee.			The Legislature has removed this provision.

Other items/comments:

1. We should consider bringing in MA providers – what guidelines do they need and how do they view any of the options? **From 10/1/03 – None of the recommendations seem to affect providers.**
2. The number of providers did not seem to be a major issue. Bigger transportation issues centered on getting to work, or getting discharged from the hospital on a Sunday.
3. A separate issue has arisen. Do the local agencies feel they need guidelines on a deadline to submit mileage records? One county has a client that has recently submitted bills that are 2-3 years old. We would like to allow flexibility, but it might be good to have a specific timeframe. **From 10/1/03 Meeting: DHFS will change the handbook to recommend that agencies have a policy about this.**

4. We should e-mail the IM agency directors to announce the ad hoc committee to ensure we have adequate representation and to communicate that we want input as well as representation from local agencies. UPDATE – A REQUEST FOR INPUT WAS PUT FORTH IN ADMINISTRATOR'S MEMO ON IMAC.

From 9/3/03 Meeting:

Second Attendant Rules: There was a question about the admin rules related to second attendants. DHFS indicated that the state is considering modifying the current admin rule language. Agencies on the committee suggested that they would like to allow flexibility for an agency to make the determination regarding a second attendant. Larger counties, however, said this would be problematic as their workers cannot know their cases as well as workers in a smaller county might. **DHFS indicated that any recommendations on this should be forwarded to Eileen McRae by the end of September.**

SMVs: Eileen also indicated that they are looking specifically at rule changes related to Specialized Medical Vehicles.

SUBCOMMITTEE	CO-CHAIRS	PRIORITY ASSIGNMENTS
W2 C&I Coordinating Committee	John Rathman and Edie Sprehn	Current: Forms coordination FSET Communication tools Alignment on child care reviews
IT Committee	Jim Jones and Debbie Bigler	Current: Web initiative – intake portions of CARES Process flow Driver flows Automated case directory/reports Notices Prioritizing items on the county wish list Content management software Change center – tracking progress Electronic case records Keeping focused on the big picture New: Program participation grant – systems changes Internet options to access CitiCorp EBT information for workers and customers
MA Transportation Ad-Hoc Committee	Joanne Simpson & Bob Macaux	Prior authorization Mileage verification Transportation broker concept General policy requirements including eligibility, meal reimbursement and reimbursement for attendants Adequacy of reimbursement Committee has completed its work, but may be reconvened on ad hoc basis to address possibilities for centralizing transportation services and funding for administration of transportation services.
Program and Policy Coordination Committee	Mike McKenzie, Scott Riedasch, and Sheryl Siegl	Current:

SUBCOMMITTEE	CO-CHAIRS	PRIORITY ASSIGNMENTS
		<p>Completing Farm Bill initiatives including reduced reporting and Transitional Food Stamps for families leaving W-2 Roll-up of MA notices Medicaid Budget Bill changes</p> <p>New: MA for inmates Program Participation Grant SSI waiver package with FNS Fraud program policies Further opportunities to coordinate IM and employment programs/child support and possibly Energy Assistance</p>
Quality Assurance Committee	John Haine and Jackie Bennett	<p>Current:</p> <p>Performance standards/penalties & bonuses</p> <p>New:</p> <p>Benefit recovery – once the fraud committee turns it over ME review process/QA plans required of local agencies FS client error Pros/cons of distinguishing APE from other agency errors Change center evaluation in terms of its impact upon error rates Negative Actions – QA data, areas for corrective action</p>
Public Assistance Program Integrity/Fraud Prevention Ad-Hoc Committee	Rick Zynda and Mike Poma	<p>Identifying barriers to establishing claims, and potential for increased revenue including new options for incentive payments Funding & procedures for fraud prevention & investigation Considering workflow models Identify training and technical assistance needs of local agencies</p>
Training and Technical Assistance Committee	Theresa Fosbinder, Russell Yancey and Jenny Hoffman	<p>Distance learning Training requirements Priorities for training of experienced workers Training evaluation/effectiveness Integration of training and technical assistance</p>
Workload and Financing	Susan Wood and Ed Kamin	Current:

SUBCOMMITTEE	CO-CHAIRS	PRIORITY ASSIGNMENTS
Committee		IM financing – short & long range plans 2004 - 2006 IM contract language Methodology for costing out program changes New: Random Moment Time Study issues Safeguard monitoring MA Transportation follow-up

**Reduced Change Reporting for Food Stamps – Phase II
IMAC Update 11/20/03**

- **Implementation begins 02/28/04 when FS applications or reviews are confirmed.**
- **The implementation of this policy will require only one face to face eligibility review each year for the majority of FS households. Currently these households are required to complete two eligibility reviews each year.**
- **All households (except migrant or homeless households) will be certified for 12 months.**
- **Migrant and homeless households will continue to be certified for 6 months.**
- **All households certified for 12 months (except EBD w/o earnings) will be required to complete and submit an interim report form in the 6th month of their certification period.**
- **The first interim report forms will be generated in June 2004 for households certified from February 2004 to January 2005. These reports will be due in July.**
- **The interim report forms will require FS recipients to report and verify earned income received in the month prior to the month the report is due.**
- **The interim report form will also require FS recipients to report other changes such as household composition, address and resulting shelter costs, unearned income, assets exceeding the household asset limit, and the legal obligation to pay child support.**
- **A notice will be sent to households subject to interim reporting reminding them to keep their pay stubs and other required verification to send with their interim report form.**
- **Reduced change reporting requirements will remain in effect during the certification period. Most FS households are required to report only if their total household income exceeds 130% of the FPL for their reported household size.**
- **The Program and Policy Coordination sub-committee of IMAC will continue to serve as the State's advisory committee for policy implementation including interim report form content and format.**

IM Workload Reduction Initiatives – Updated 11/20/03

Project	Implementation Date	IM Workload Impact	Status
SSI Auto Update	January 2003	This change means that workers no longer have to work their SSI DX matches.	Completed – 1/04/03
Exclude Student Financial Aid as Income	March 2003	This change means that workers no longer have to determine the amount of countable student financial aid received by the student.	Completed – 3/21/03
Alerts Re-engineering	March 2003	Makes the alerts more focused on worker actions, as opposed to creating alerts that are informational only. Also adds more specific direction in the help text associated with alerts.	Completed 3/21/03
DX Re-engineering	April 2003	Filters out many of the DX dispositions in which workers determined that they did not have to take action.	Completed 4/18/03
Self Declared Assets for Food Stamps	May 2003	This change means that workers no longer have to verify assets in determining FS eligibility.	Completed 5/23/03
Change Driver Flows – Adds ‘driver flows’ to CARES for address, expense, unearned income, assets and earnings. CY04 & CY05 Savings	June 2003	This change means that workers will no longer have to ‘hunt’ for the screens that need to be changed when the client reports a change.	Completed 6/20/03
Earned Income Calculation – Adds logic to CARES to correctly calculate monthly, budget-able income for Food Stamps and Medicaid based upon current Food Stamps and Medicaid policies from basic income information entered by the eligibility worker. CY04 & CY05 Savings	June 2003	Workers will now enter basic earnings information (wage per hour, hours worked, pay day schedule) and CARES will calculate the correct income amount for Food Stamps and Medicaid.	Completed 6/20/03
Elimination of the 100-Hour Rule – Removes a policy for two parent households where AFDC-Medicaid eligibility is dependent upon the primary wage earner being under- employed. CY04 & CY05 Savings	July 2003	Workers will no longer have to collect and enter the number of hours that the primary wage earner has worked in the current and previous 2 calendar months.	Completed 7/25/03

IM Workload Reduction Initiatives – Updated 11/20/03

Project	Implementation Date	IM Workload Impact	Status
Simpler Spousal Impoverishment Asset Share – The community spouse asset share will no longer be the result of a complicated policy, but will always be \$50,000. CY04 & CY05 Savings	July 2003	Workers will no longer have to determine the assets of the couple when one spouse was institutionalized. They will no longer have to explain the complicated process for arriving at the asset share amount.	JFC deleted this provision from the Governor's Budget Proposal.
Food Stamps Reduced Reporting – Policy change that requires FS participants to report only those income changes that will bring their income above the 130% of the federal poverty level. This change would also implement a 12-month certification period with a 6-month pre-printed, scan-able change form for participants. Part of FFY01 FS Reinvestment Plan CY05 Savings	July 2003 Phase 1 (change reporting policy and add language to notice) – March 2004 Phase 2a (12 month certification period) August 2004 Phase 2b – Semi Annual Report Form June or July 2004 Phase 3 (freeze FS benefits except for increases) - ?	Dramatically reduces the number of Food Stamp reviews and the number of changes that will be reported.	Reduced Reporting Waiver of FS rules was approved on 6/18/03. Phase I CARES Completed (7/25/03)
Notice Redesign, Phase II & III- All Medicaid subprograms will be consolidated into four basic categories in the notices (Family, EBD, MPA and LTC) to reduce the number printed and eliminate confusion. In addition, the system will no longer create or send out denials for programs that were not requested. CY04 & CY05 Savings	September 2003 & December 2003	This change should reduce the amount of time that workers have to spend explaining notices to applicants and recipients.	Phase II was completed on September 26, 2003 Phase III will be implemented in December 2003

IM Workload Reduction Initiatives – Updated 11/20/03

Project	Implementation Date	IM Workload Impact	Status
Unemployed Compensation Benefits DX Re-engineering – Use UC data from DUI to provide workers with the information and tools necessary to make more accurate eligibility determinations for cases that include members receiving UC Income. Part of FFY01 FS Reinvestment Plan CY04 & CY05 Savings	September 2003	Workers will no longer have to take an action on data exchanges from these sources.	Completed September 26, 2003.
Automated Case Directory – A tool that would allow workers and supervisors to manage their cases more effectively by allowing access to CARES data about their cases and the ability to search and sort that data according to their immediate needs (e.g., which reviews are due this month? how many food stamp cases with earnings do the workers in my unit have?) CY04 & CY05 Savings	September 2003	Workers and their supervisors would have direct access to information about their cases that could help them organize their workload in the most efficient way.	Completed September 26, 2003.
Auto Update of New Hire Data Part of FFY01 FS Reinvestment Plan CY05 Savings	September 2003	Workers will no longer have to take an action on data exchanges from these sources.	Completed September 26, 2003.
Centralized Change Center – Counties could contract with existing change centers or the state to handle changes for all or some IM cases. CY04 & CY05 Savings	September 2003	Workers in these counties would no longer have to answer calls from program participants regarding changes and enter data into CARES. In addition, local agencies would not be setting up individual Call Centers incurring additional costs.	Milwaukee, Dane and Washington Counties have implemented Change Centers. LaCrosse , Outagamie and Brown Counties are working on implementation of a Change Center. DHFS has begun analysis of a centralized Change Center.

IM Workload Reduction Initiatives – Updated 11/20/03

Project	Implementation Date	IM Workload Impact	Status
Transitional FS Benefits – families that lose TANF cash benefits will be eligible for several months of FS benefits regardless of changes in their financial situation. Not included in CY04 or CY05 savings.	February 2004	Cases in FS Transitional Status will not be reporting changes.	A work group has been formed and has been meeting to develop business requirements.
Automatic Update from Other Trusted Third Party Sources (SSA, KIDS, etc.) Part of FFY01 FS Reinvestment Plan CY05 Savings	Expansion to other sources (SSA, UC, KIDS, etc.) September 2004	Workers will no longer have to take an action on data exchanges from these sources.	Will begin work after the Auto Update of New Hire and the Re-engineering of the UC Data Exchange process.
Web-Based User Interface for CARES – Instead of using the CARES mainframe screens with PF-keys and reference tables, CARES data entry and query would be through the internet with web-based screens. The new interface would also use an intelligent driver flow process that would limit the information requested from the applicant to that data necessary to determine eligibility based upon their program request(s) and who they are (family, elderly, disabled, etc.) CY05 Savings	September 2004	Workers would have a more user-friendly, intuitive system for entering and querying data. Navigation, data entry (pull-down menus, etc.) and help screens would be easier to use. In addition, the Intelligent Driver Flow will reduce the amount of information (and verification) that workers are asked to collect and enter. These changes should also reduce new worker training by at least one week per worker.	Work on the technical specifications and on the business requirements for the web-based interface has begun. Work groups are working on the policy, process and technical business requirements. Entering the Documentation phase of the project. Scheduled to be implemented on September 27, 2004.
Web-based Customer Service Toolbox – Four Internet tools that allow customers to screen themselves for state and local programs, query benefit and case information, report changes and apply for Food Stamps and Medicaid. No savings were associated with this project in either CY04 or CY05	Screener / Query – February 2004 Change Reporting & Application for Services – October 2004.	Workers and receptionist would answer fewer questions regarding potential eligibility for state and local programs, as well as questions about benefit and case status. With the Application and Change Reporting, workers would no longer have as much entry of application and change data into CARES.	Grant has been approved. Director, Systems Analyst and Policy/Evaluation Analyst have been hired. Work Group Meetings begin December 1, 2003 Implementation Schedule will be developed by the work group (Screener, Query, App, Reporting)
On-Line Handbooks Connected to the Web-Based	MA On-line handbook	Workers would no longer need to maintain	February 2004

IM Workload Reduction Initiatives – Updated 11/20/03

Project	Implementation Date	IM Workload Impact	Status
<p>User Interface – The Medicaid and Food Stamps handbooks, as well as other process descriptions, would be available through the Internet and would be connected directly to the CARES User Interface.</p> <p>CY05 Savings</p>	<p>(February 2004) Integration with Web Tool (September 2004)</p>	<p>a paper handbook. Workers would no longer need to search for the appropriate policy associated with the action they were taking on a particular case.</p>	
<p>Scan-able Medicaid and Food Stamps Application Processing & Pre-Printed Review Forms – The state creates the capability for all mail-in applications to be sent to a centralized scanning center where applications would be scanned. Data streams (and optical image capture) would then be sent to the inbox of the local agency worker.</p> <p>All data from the application would auto-populate the CARES screens. The same capability would be available for mail-in pre-printed review forms.</p> <p>No savings were associated with this project in CY04 or CY05.</p>	<p>September 2004</p>	<p>Workers would no longer have to key mail-in applications and reviews into the system. Intake and review interviews would involve reviewing, rather than entering, the information provided by the applicant/participant.</p>	<p>Not started</p>
<p>Verification Scanning Pilot – Milwaukee – DHFS would work with Milwaukee to develop a desktop solution to allow workers to optically scan and store verification documents for IM cases and create an electronic case file connected with the CARES case. In addition, this system will also be able to generate customer forms to be sent out centrally to applicants and recipients.</p> <p>Part of FFY01 FS Reinvestment Plan</p> <p>No savings were associated with this project in CY04 or CY05</p>	<p>Unscheduled</p>	<p>Workers would no longer have to maintain and access paper case files, but could see their cases (and cases transferred to them) through their desktop.</p>	<p>Bob Martin is the lead for this project. Working with DOA and IBM/SYSCOM to purchase and install software Working with Marathon, Price and Milwaukee Counties on E-Case File Also working on Centralized Employment Verification Form scanning and SMIRF Scanning</p>

IM Workload Reduction Initiatives – Updated 11/20/03

Project	Implementation Date	IM Workload Impact	Status
Benefit Recovery System Changes No savings were associated with this project in CY04 or CY05	Unscheduled	Workers have stated that the Benefit Recovery system is difficult for them to use. Time spent on this process would decrease and collections of overpayments would increase with these changes.	Not Started
1 Month Medicaid Deductible – calculate Medicaid deductibles over a one month period, enroll these individuals and then use the SeniorCare deductible and spenddown models which rely on Point of Service devices to track bills/expenses. No savings were associated with this project in CY04 or CY05	Unscheduled	Would virtually eliminate the workers current task of entering bills into CARES for the current 6 month deductible period.	Not Started